

# Comparisons of Job Characteristics

**Focus Occupation: Customer Service Representatives (43-4051)**

**Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)**

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 89

**Focus Occupation: Customer Service Representatives (43-4051)**

**Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)**

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Customer and Personal Service	11.3	18.4	15.2	<	Expanded education and/or training may be required
Transportation	4.6	8.0	2.4	<<	Extensive education and/or training may be required
Clerical	7.3	7.9	12.2	>>	Current knowledge level is likely more than sufficient
Geography	3.9	5.0	2.2	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 98

**Focus Occupation: Customer Service Representatives (43-4051)**

**Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)**

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Active Listening	11.0	14.1	12.6	<	A higher skill level may be required
Service Orientation	7.9	12.8	11.6	<	A higher skill level may be required
Persuasion	7.4	10.8	10.6	0	Current skill level may be sufficient
Negotiation	6.8	9.5	9.0	0	Current skill level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Abilities

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Expression	12.4	14.9	13.3	<	Some improvement in abilities may be required
Speech Recognition	9.9	14.8	11.8	<	Some improvement in abilities may be required
Speech Clarity	10.2	14.0	11.8	<	Some improvement in abilities may be required
Oral Comprehension	12.5	13.9	13.1	0	Current ability level may be sufficient
Near Vision	11.1	11.1	10.3	0	Current ability level may be sufficient
Information Ordering	9.9	10.8	8.6	<	Some improvement in abilities may be required
Written Comprehension	11.0	10.8	10.8	0	Current ability level may be sufficient
Deductive Reasoning	10.6	10.1	9.7	0	Current ability level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 76

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Work Activities	Exclusivity of Activity
Calculate rates for organization's products or services	77
Fill out business or government forms	42
Obtain information from individuals	24
Provide customer service	14
Sell products or services	69
Use computers to enter, access or retrieve data	3
Use knowledge of written communication in sales work	69
Use telephone communication techniques	62
Write business correspondence	58

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 63

**Focus Occupation: Customer Service Representatives (43-4051)****Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)**

<b>Tools and Technologies</b>	<b>Exclusivity</b>
Business function specific software	1
Calculating machines and accessories	3
Call management systems or accessories	19
Computer printers	2
Computers	1
Content authoring and editing software	1
Data management and query software	1
Industry specific software	1
Information exchange software	1
Network applications software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.